Secretary, Ministry of Home Affairs, North Block, New Delhi.

Secretay, Department of Legal Affairs, Shastri Bhavan, New Delhi.

Chairman, Railway Board, Rail Bhavan, New Delhi.

Secretary, Department of Posts, Dak Bhavan, New Delhi.

Secretary, Department of Telecommunications, Sanchar Bhavan, New Delhi.

Principal, Information Officer, Ministry of Information & Broadcasing, New Delhi.

Joint Secretary(E), DOPT, North Block, New Delhi.

Copy for information to:—

1. Staff Officer to Cabinet Secretary
2. PS to Prime Minister
3. PPS to Secretary (P)
4. PS to: EO, AS(P), AS(S&V), JS(T), JS (AT & A)

Inconsistencies in common seniority list of section officers

1962. SHRI SURESH PACHOURI: Will the PRIME MINISTER be pleased to state:

(a) whether Central Secretariat (Direct Recruits' Gazetted) Association has submitted representation to Government, pointing out certain inaccuracies and inconsistencies in the Common Seniority List of Section Officers circulated in May, 1996;

(b) if so, what are the points made in the representation and Government's reaction thereto;

(c) whether Government propose to rectify the said inaccurancies and teh inconsistencies; and

(d) if so, by when and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI S.R. BALASUBRAMONIYAN): (a) Yes, Sir.

(b) to (d) The Common Seniority List (CSL) of Section Officers in question has been prepared and circulated on 15.5.1996 in pursuance of the order dated 22.3.1995 of the Central Administrative Tribunal (CAT) in a batch of applicaitons. In their representation, the Association has mainly pointed out certain inaccurancies in the data relating to substantive vancancies, the methodology adopted for finalising the list and inclusion in/omission of certain officers from the list. The Government is acting upon the CSL of Section Officers, so prepared and taking requisite consequential actions about the management of the cadre of Central Secretariat Services.

Upgradation of pay scale of deputy superintendent in CBI

1963. SHRI SURESH PACHOURI: Will the PRIME MINISTER be pleased to state:

(a) whether the Central Secretariat (Direct Recruits-Gazetted) Association had represented in May, 1996 for rectification of anomally created by upgradation of pay scale of Deputy Superintendent of Police in the CBI, retrospectively from 1st January, 1996;

(b) whether such an upgradation has resulted in placing direct recruits from Civil Services Examination, 1986 onwards in higher ranks, and those working in Central Secretariat Service in a lower scale, as compared to those direct recruits who got lower ranks but opted for service in CBI;

(c) whether Government propose to rectify the anomaly; and

(d) if so, by when and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI S.R. BALASUBRAMONIYAN): (a) Yes, Sir.

(b) to (d) The Fourth pay Commission recommended a pay scale of Rs. 2000-3500 for Section Officers of the Central Secretariat Service and of Rs. 2200-4000 for the post of Deputy Superintendent of Police (DSP) in CBI as recommended for comparable posts in Central Police Organisations. The Government accepted the scale of Rs. 2000-3500 for Section officers as well s Deputy SP of CBI. However, on representations made by CBI, the Government on reconsideration sanctioned the recommended pay scale of Rs. 2200-4000/- as per order issued on 8.2.1996. No Single factor, like, common examination for recruitment to grades in different services can be taken as a compulsory factor for determining the pay scales. Therefore, the question of anomaly in the pay scales on that ground alone does not arise.

Complaints regarding pension cases

1964. SHRI ONWARD L. NONGTDU: Will the PRIME MINISTER be pleased to state:

(a) the number of complaints, both oral and written, received from different parts of the country by the Deptt. of Personnel, Public Grievances and Pensions, during 1996; and

(b) the number of grievances and Pension cases settled during the above period?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI S.R. BALASUBRAMONIYAN): (a) and (b) A total of 5514 public grievances (including 210 backlog cases) were received in the Department of Administrative Reforms and Public Grievances in this Ministry during 1996. Out of these, 5057 were disposed of 8290 grievances pertaining to pension were received in the Ministry during 1996. As the work relating to sanction and payment of pension is decentralised, the grievances received were forwarded to the concerned Ministries/Departments for redressal and sending a reply direct to the petitioner concerned. No centralised monitoring of disposal of pension grievances is done.

प्रधान मंत्री कार्यालय में प्राप्त लोक शिकायतें

1965. **श्री दिलीप सिंह जूदेव:** क्या प्रधान मंत्री यह बताने की कृपा करेंगे कि:

(क) प्रधान मंत्री कार्यालय द्वारा प्रतिमाह औसतन कितनी लोक शिकायतें प्राप्त की जाती हैं;

(ख) अब तक कितनी लोक शिकायतों का निवारण किया गया है तथा कितनी शिकायतें लम्बित पड़ी हैं;

(ग) यह शिकायतें किस प्रकार की हैं;

(घ) क्या प्रधान मंत्री कार्यालय को प्रतिमाह विभिन्न राज्यों के मुख्य मंत्री कार्यालयों से भी शिकायतें प्राप्त होती हैं;

(ङ) यदि हां, तो विगत तीन माह के दौरान मध्य प्रदेश और गुजरात के मुख्य मंत्री कार्यालयों से कितनी शिकायतें प्राप्त की गईं; और

(च) यह शिकायतें किस प्रकार की हैं?

कार्मिक, लोक शिकायत और पेंशन मंत्रालय में राज्य मंत्री तथा संसदीय कार्य मंत्रालय में राज्य मंत्री (श्री एस० आर० बालसुब्रह्मण्यन): (क) प्रधान मंत्री कार्यालय में दिनांक 1.6.1996 से 25.2.1997 तक प्रति माह औसत रूप से प्राप्त लोक शिकायतों की संख्या 12,900 थी।

(ख) प्राप्त हुई सभी शिकायतों की बिना किसी अपवाद के छानबीन की जाती है और उन्हें समुचित कार्रवाई हेतु संबंधित प्राधिकारियों को भेजा जाता है।

(ग) लोक शिकायतें मुख्य रूप से बेरोजगारी, अपर्याप्त अथवा कम नागरिक सुविधाओं, वित्तीय सहायता, कानून और व्यवस्था आदि से संबंधित होती हैं।